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PATENT 7.0,  
010284  
04/05/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2143

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR  
COMMUNICATING WITH SERVICE  
TECHNICIANS IN A TELECOMMUNICATIONS  
SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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Technology Center 2100

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hereby advise the United States Patent and Trademark Office of the references listed on  
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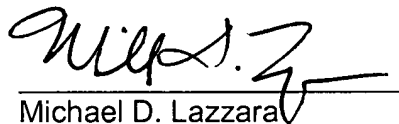
Patricia G. Mach

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Date: 3/29/04

Respectfully submitted,



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PTO/SB/08A (10-01)

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				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2143
				Examiner Name	
				Attorney Docket Number	010284

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code <sup>2</sup> (if known)			
		US2002/0120713A1	08-29-2002	Gupta et al.	

FOREIGN PATENT DOCUMENTS						
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		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				

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